

FIG. 1

Fig. 2

200

	205 /	210 /	215 /
	ANI	Excess Wait Time (EWT)	Date/Time
	212 973-3700	15	8/20/01 9:30:35 a.m.

255	347 446-6877	0	3/24/01 4:46:15 p.m.

260	917 563-1511	20	8/01/01 3:17:23 p.m.

	917 673-8981	30	8/21/01 12:43:39 p.m.

	917 773-0756	0	8/21/01 12:01:05 p.m.
	917 773-0757	0	8/19/01 8:59:09 a.m.
	917 773-0800	0	8/22/01 11:12:49 p.m.

	917 815-3497	10	8/18/01 6:17:32 p.m.

Fig. 3a

300

	305 /	310 /	315 /
	ANI	EWT	Arrival Time
365	917 673-8981	30	8/23/01 12:43:39 p.m.
360	212 973-3700	15	8/23/01 12:43:38 p.m.
385	917- 815-3497	10	8/23/01 12:43:37 p.m.
370	917 773-0756	0	8/23/01 12:43:31 p.m.
375	917 773-0757	0	8/23/01 12:43:32 a.m.
380	917 773-0800	0	8/23/01 12:43:33 p.m.
355	347 446-6877	0	8/23/01 12:43:34 p.m.

Fig. 3b

300'

	305 /	310 /	315 /
	ANI	EWT	Arrival Time
365	917 673-8981	30	8/23/01 12:43:39 p.m.
350	917-563-1511	20	8/23/01 12:43:40 p.m.
360	212-973-3700	15	8/23/01 12:43:38 p.m.
385	917- 815-3497	10	8/23/01 12:43:37 p.m.
370	917 773-0756	0	8/23/01 12:43:31 p.m.
375	917 773-0757	0	8/23/01 12:43:32 a.m.
380	917 773-0800	0	8/23/01 12:43:33 p.m.
355	347 446-6877	0	8/23/01 12:43:34 p.m.

Fig. 4a

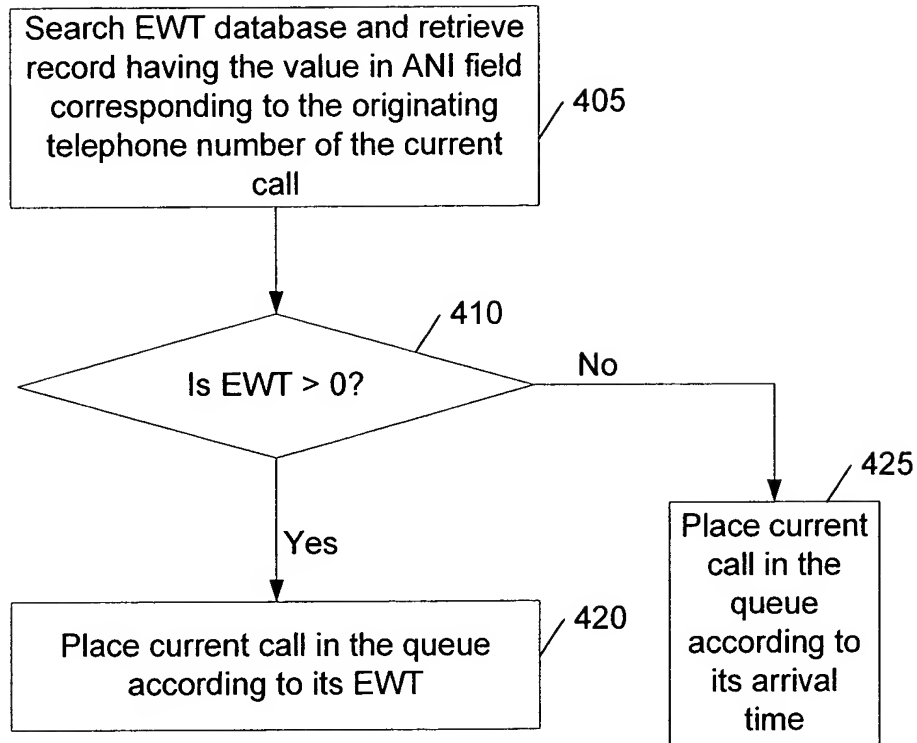


Fig. 4b

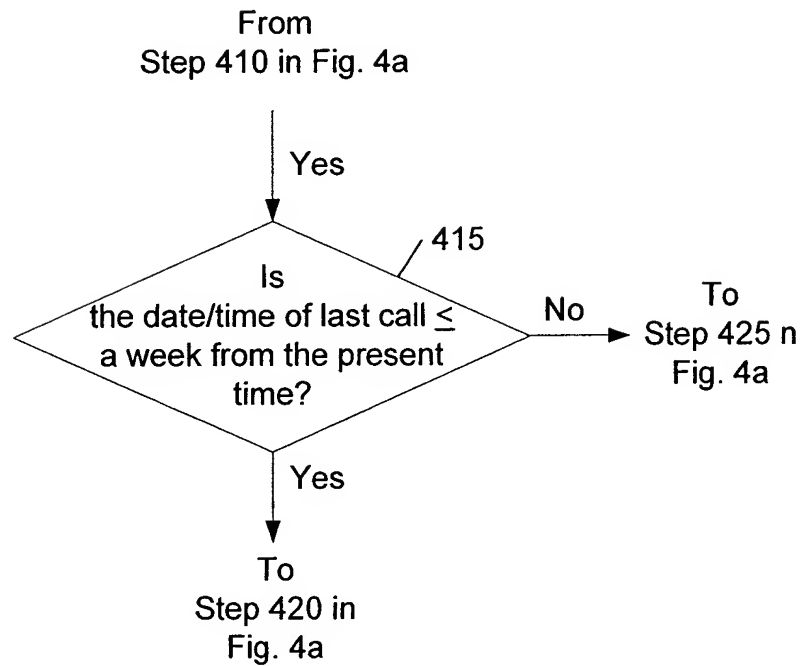


Fig. 5

500

560 —	505 /	510 /	515 /	520 /	525 /
	ANI	Total EWT	Date/Time	No. of EWT Calls	Average EWT
	212 973-3700	25	8/20/01 9:30:35 a.m.	2	13

	347 446-6877	15	8/14/01 4:46:15 p.m.	1	15

	917 563-1511	40	8/11/01 3:17:23 p.m.	4	10

	917 673-8981	0	8/01/01 12:00:00 a.m.	0	0

	917 773-0756	30	8/21/01 12:01:05 p.m.	1	30
	917 773-0757	0	8/01/01 12:00:00 a.m.	0	0
	917 773-0800	0	8/01/01 12:00:00 a.m.	0	0

	917 815-3497	10	8/18/01 6:17:32 p.m.	3	3

Fig. 6a

600

	605 /	610 /	615 /
	ANI	Average EWT	Arrival Time
670	917 773-0756	30	8/28/01 3:29:16 p.m.
655	347 446-6877	15	8/28/01 3:29:15 p.m.
650	212 973-3700	13	8/28/01 3:29:14 p.m.
685	917- 815-3497	3	8/28/01 3:29:13 p.m.
675	917 773-0757	0	8/28/01 3:29:06 a.m.
680	917 773-0800	0	8/28/01 3:29:07 p.m.
665	917 673-8981	0	8/28/01 3:29:08 p.m.

Fig. 6b

600'

	605 /	610 /	615 /
	ANI	Average EWT	Arrival Time
670	917 773-0756	30	8/28/01 3:29:16 p.m.
655	347 446-6877	15	8/28/01 3:29:15 p.m.
650	212 973-3700	13	8/28/01 3:29:14 p.m.
660	917- 563-1511	10	8/28/01 3:29:17 p.m.
685	917- 815-3497	3	8/28/01 3:29:13 p.m.
675	917 773-0757	0	8/28/01 3:29:06 a.m.
680	917 773-0800	0	8/28/01 3:29:07 p.m.
665	917 673-8981	0	8/28/01 3:29:08 p.m.

Fig. 7

